

**CITY OF AUBURN
TELECOMMUNICATIONS COMMISSION**

**Thursday, Dec 15, 2004
4:00 p.m. to 5:00 p.m.**

Auburn City Hall
Room 10, 2nd floor
1225 Lincoln Way, Auburn, CA 95603

Meeting Minutes

1. ROLL CALL AND DETERMINATION OF A QUORUM

Glenn Tonkin, Mark McDonald, Tom Maguire, and Scott Barrow were present. Also in attendance was Dean Henderson from Starstream. Meeting was called to order at 4:06pm

2. AGENDA APPROVAL

Motion to approve agenda made by Tom , seconded by Mark. Unanimously approved.

3. PUBLIC COMMENT

No Public comment.

4. APPROVAL OF MINUTES

Review and approve of minutes for the regular meeting of **October 7, 2004**. Mark made the motion to approve, Scott seconded. Unanimously approved.

5. BUSINESS

A. Starstream

1. Review current progress on the December 1st system change over. Dean Henderson gave an overview of the conversion process for the channel lineup, and due to programming contracts, that there were some channels impacted on the changeover, most notably Turner Classic Movies, which is now only available on the Digital platform, as opposed to the basic platform. Starstream is working to resolve these issues with the customer base. Dean also stated that the interconnect project of linking the Penryn headend to the Auburn location is underway, and should be completed in early 1st quarter 2005. Starstream is working on finding an office in the city. Dean was hoping to find a location where a warehouse/storage yard could be incorporated with an office, but it looks like it may be two separate locations. Hopes are to have an office open early in 2005.
2. Review subscriber correspondence to the City. Glenn talked about the letters and calls that have come in concerning the change over issues, and talked about a plan to follow up with the subscribers to make sure the issues have been resolved. One of the issues was duration of hold time, and lack of ability of some people to get through to customer service. Dean explained that although staff has been increased, the amount of additional calls has overloaded the system. Starstream is working diligently to address these issues, and the calls should subside once people become more familiar with the new system. Also, Glenn is working on a letter to be published in the Auburn Journal that will help educate the customer base as to why some of the changes have taken place.
3. C-SPAN bus stop. Glenn thanked Dean for having the bus come to town, and that the bus was very well received. The stop at the high school was especially appreciated. Dean expanded on this, and stated that Starstream's philosophy is to be involved in the communities they serve, and will be planning on being a part of some of the events next year.

B. ACTV Update

Bob Richardson attended the last ACTV meeting, and gave the board an update on the new agreement with Starstream, and talk about when the peg locations would be activated. ACTV is looking at automating some of the equipment for the new locations, due to staffing issues. The board is also moving forward on grant proposals. The first grant came in, for about \$8,000 and this will help trigger the additional grants, which right now the proposals will total about \$60,000. Escript program is in place, but the board is still looking at some privacy issues. There is still one current opening, and there may be an additional opening in the very near future. The current event being planned will be held at the State Theater, and the board is working on the format for the event with respect to what will be shown, serving

dinner vs. doing an appetizer thing, etc. The event will be held sometime in February. Glenn stressed the need for more marketing with these events to get better participation.

6. CORRESPONDENCE

No correspondence to review.

7. INFORMATION AND ANNOUNCEMENTS BY COMMISSIONERS

Tom announced that his term is up in January, and will not be seeking to extend to a second term on the commission.

8. AGENDA ITEMS, DATE, AND TIME OF NEXT MEETING

Next proposed meeting on regular schedule – January 13, 2005 - Time: 4:00 pm

9. ADJOURNMENT

Motion to adjourn made by Scott, seconded by Mark. Meeting was adjourned at 5:15